

# ***Citizens and e-Government:***

***An International Comparison  
of the Demand-side of e-Government***

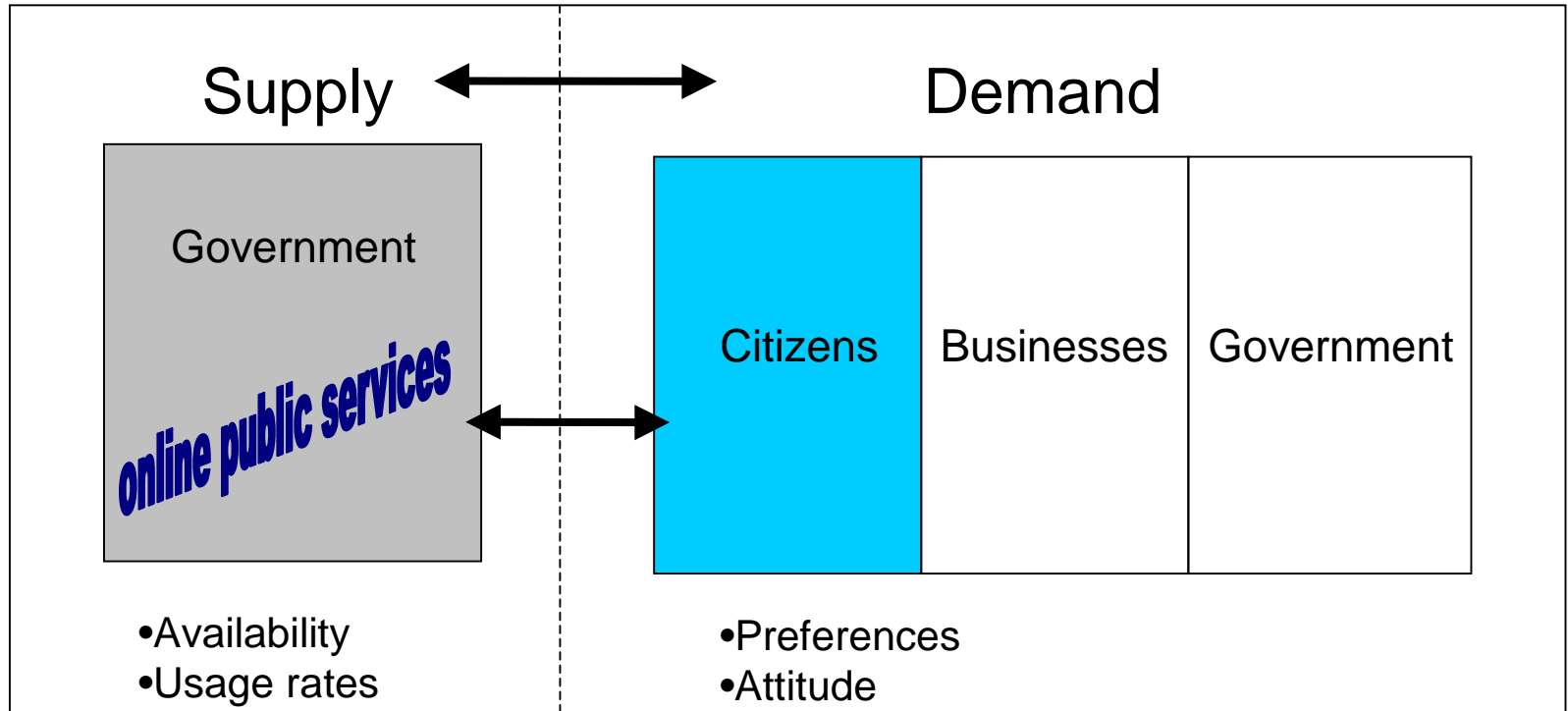
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***EGOV03, Prague, 5 September 2003***

- ***Introduction***
- ***Measuring e-Government***
- ***Survey Methodology***
  - *General Population Surveys*
  - *Survey questions e-government*
- ***Results***
  - *Preferences, availability, use*
  - *(dis)advantages and attitudes*
- ***Conclusions***

- *Available statistics are seen as inadequate to chart Europe's progress in an Information Society*
- *SIBIS : Statistical Indicators Benchmarking the Information Society*
- *Objectives:*
  - *Development and testing of statistical indicators benchmarking progress towards the Information Society*
  - *Evaluation of e-Europe actions for EU15 and NAS10*
  - *Benchmarking of achievements and progress for EU15 and NAS10*
- *e-Government is one of the focus areas*
  - *next to other eEurope 2002 subjects including telecommunications and access; Internet for R&D; security and trust; education; work, employment and skills; social inclusion; e-Commerce and health*

# Measuring e-Government



↓  
Internet survey:  
no interaction with users

↓  
Users survey:  
Perceptions of users

- *Target population: resident population (15+) in private households*
- *EU15 (AT, DE, DK, FI, FR, GR, IR, IT, LU, NL, BE, SE, ES, PT, UK) + CH + US*
- *11.832 respondents*
- *Fieldwork: April – May 2002*
- *CATI, > 50 questions; Interview duration 10 - 20 min.*

- *Target population: resident population (15+) in private households*
- *10 Accession Countries (BG, CZ, EE, HU, LT, LV, PL, RO, SI, SK)*
- *10.379 respondents*
- *Fieldwork: January 2003*
- *PAPI ; Interview duration 20 - 40 min.*

# Survey questions e-Government - structure

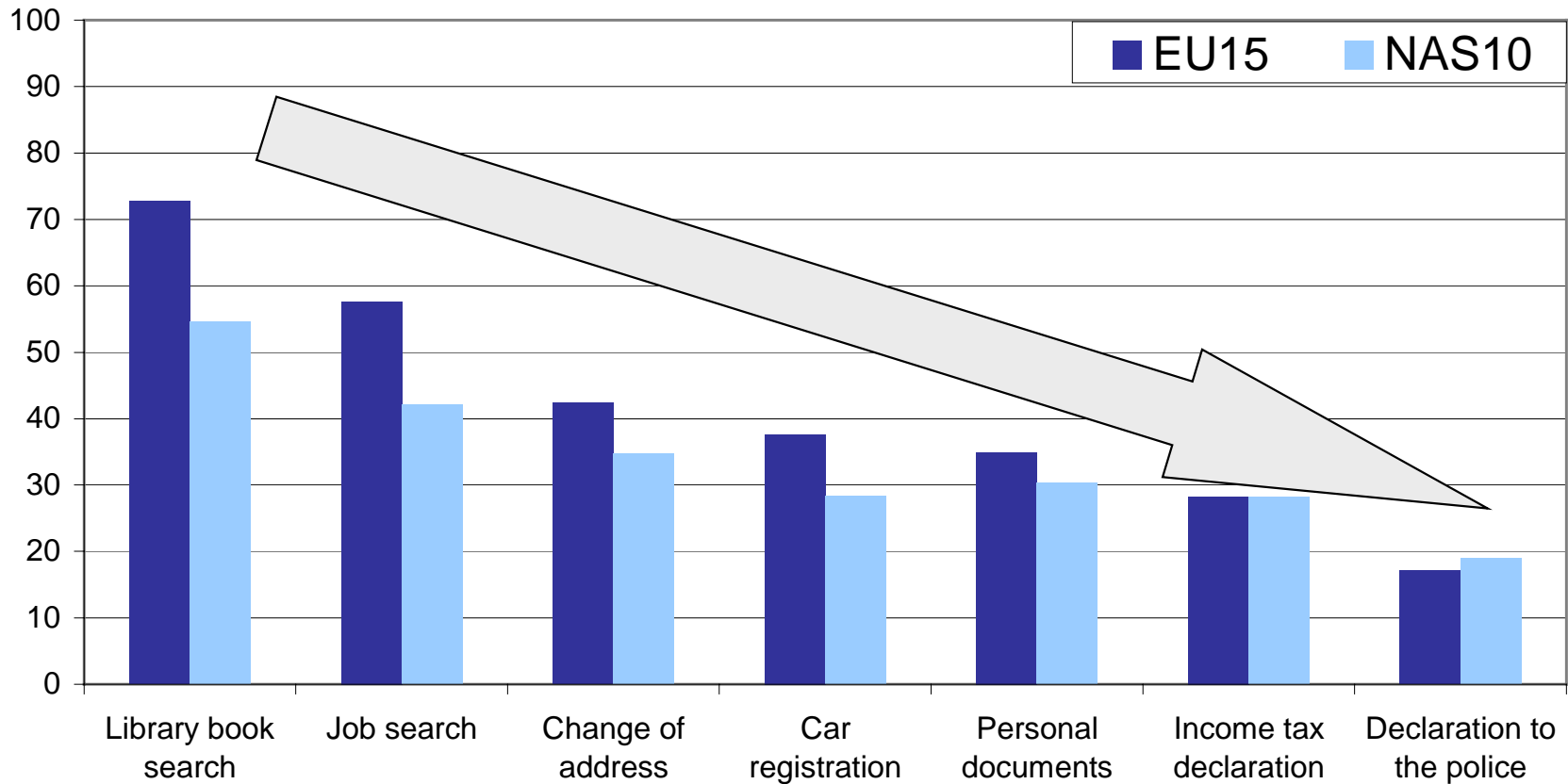
- ***Base: Regular Internet Users***
- ***Preference using Internet or traditional way for interacting with government***
  - ***Availability of online services***
    - ***Use of online services***
- ***Advantages and Barriers online government services (EU15, CH, US)***

# Survey questions e-Government - services

- ***The government services included:***
  - *Tax declaration or filling of income tax return*
  - *Use of job search services of public employment service*
  - *Request for passport, driver's licence, birth certificates or other personal documents*
  - *Car registration*
  - *Declaration to the police, e.g. in case of reporting theft*
  - *Searches for books in public libraries*
  - *Announcement of change of address*



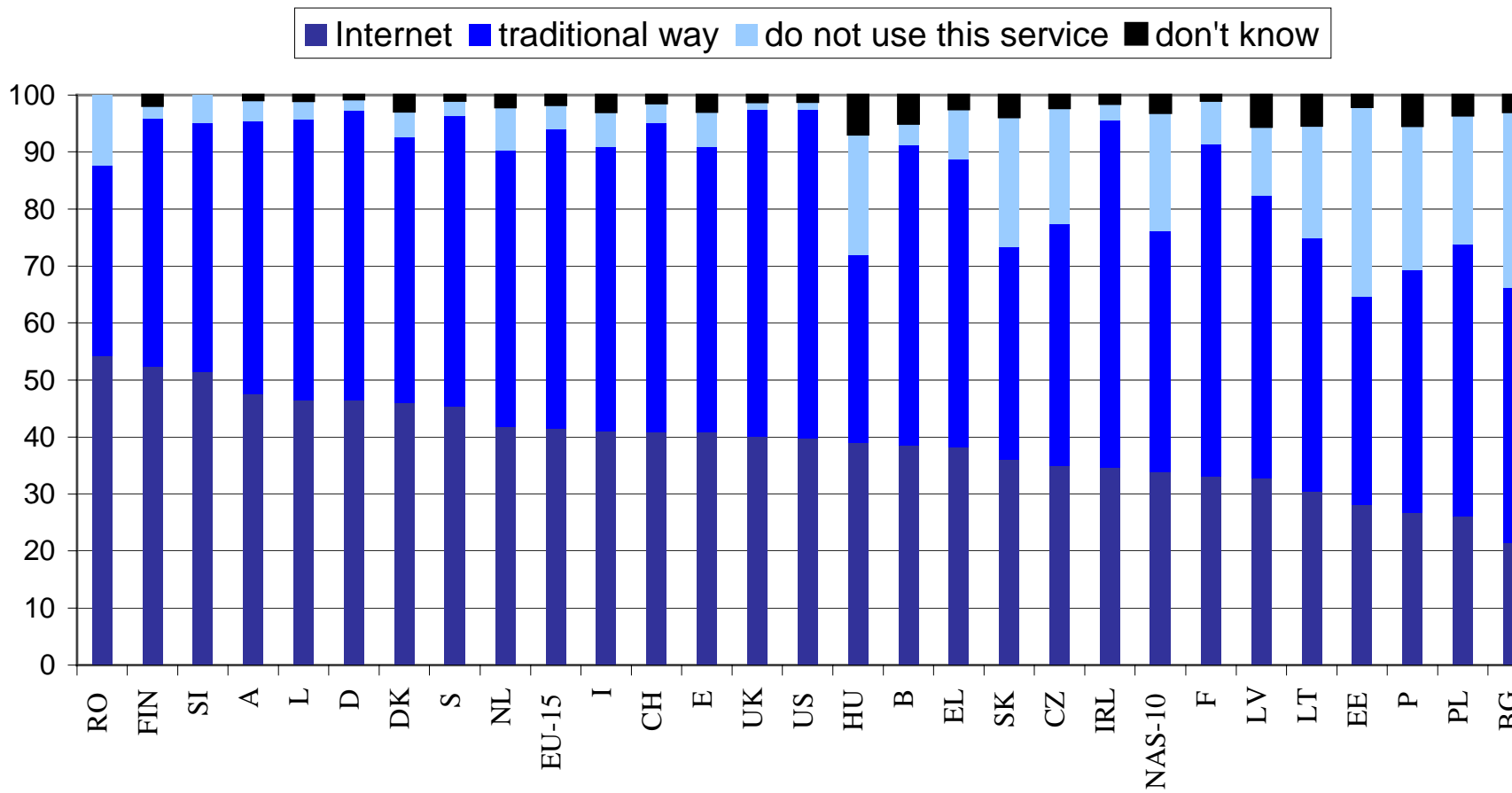
# Preference for Online Interacting with Government



*Base: Regular Internet Users*

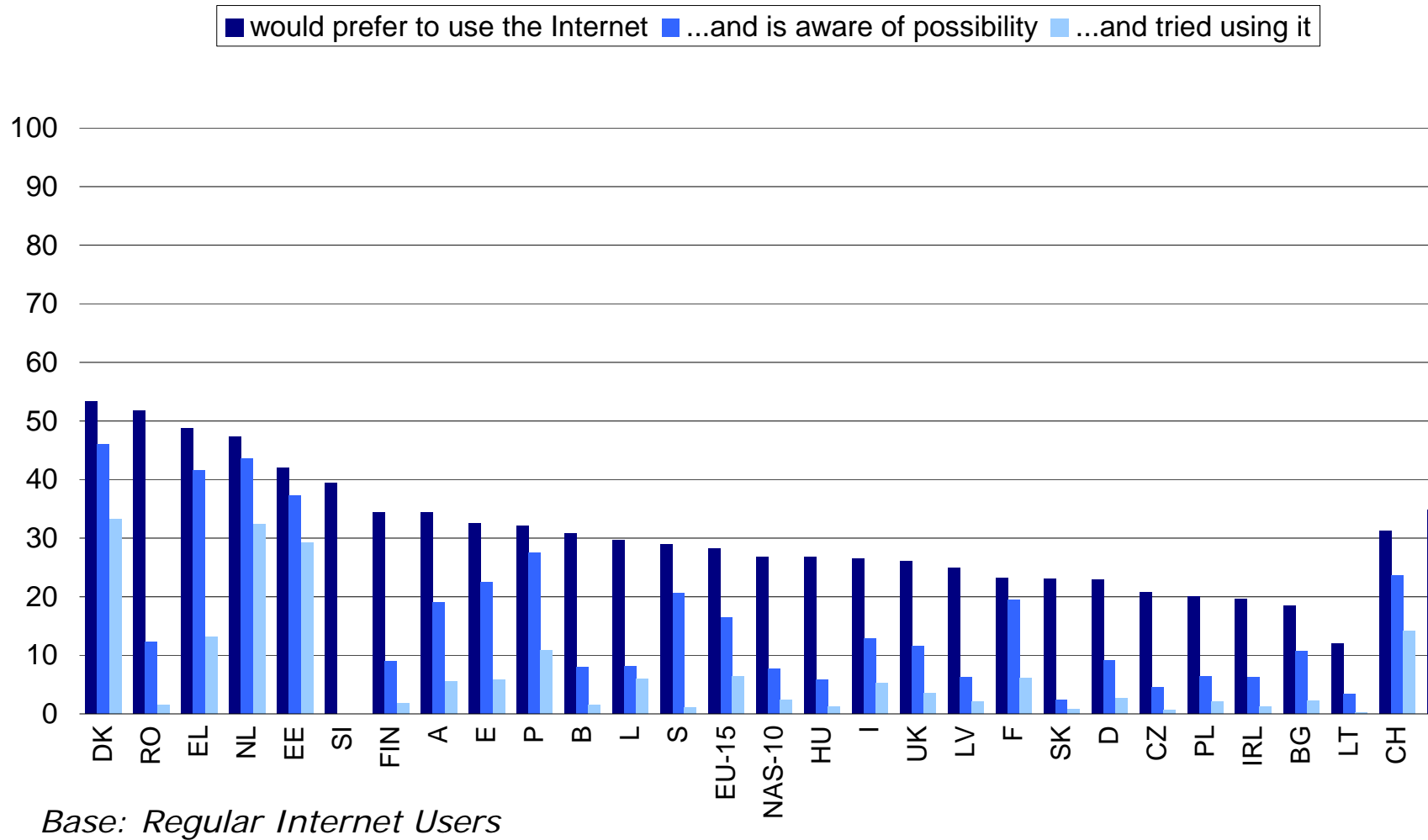
# Preferred Way Interacting with Government services

*(averaged across all 7 services)*

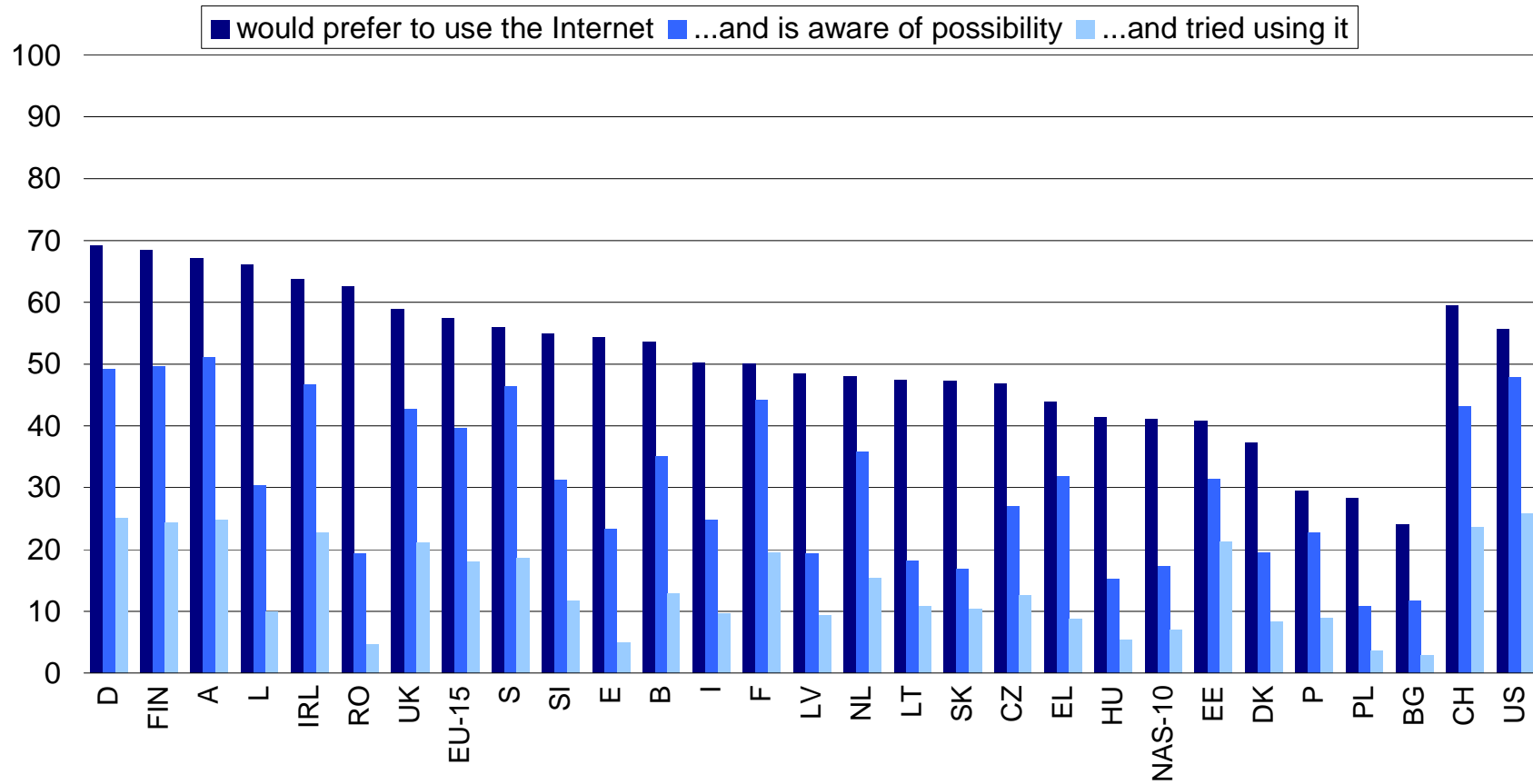


*Base: Regular Internet Users*

# Tax declaration/ filling the income tax return

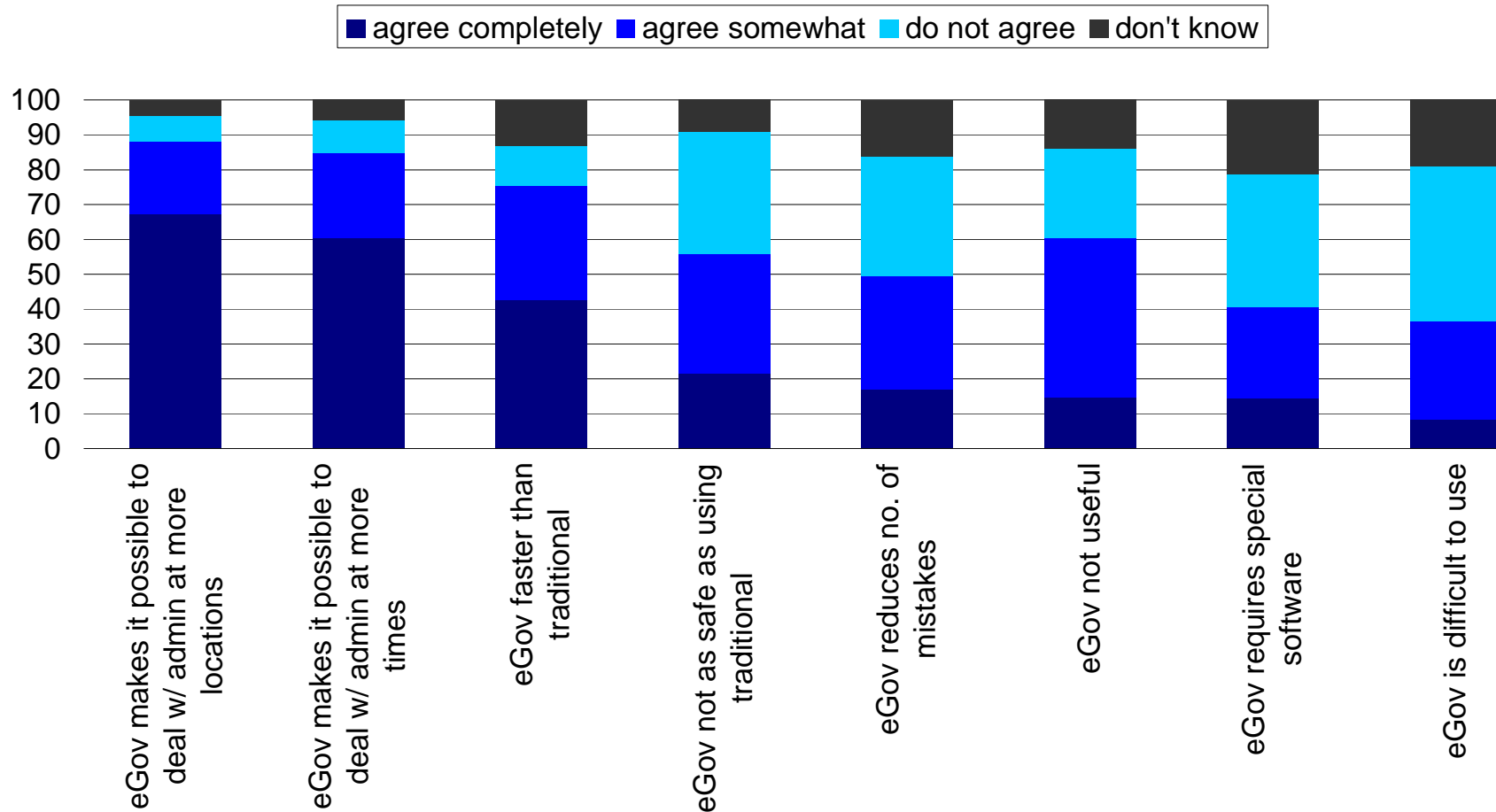


# Job Search Services



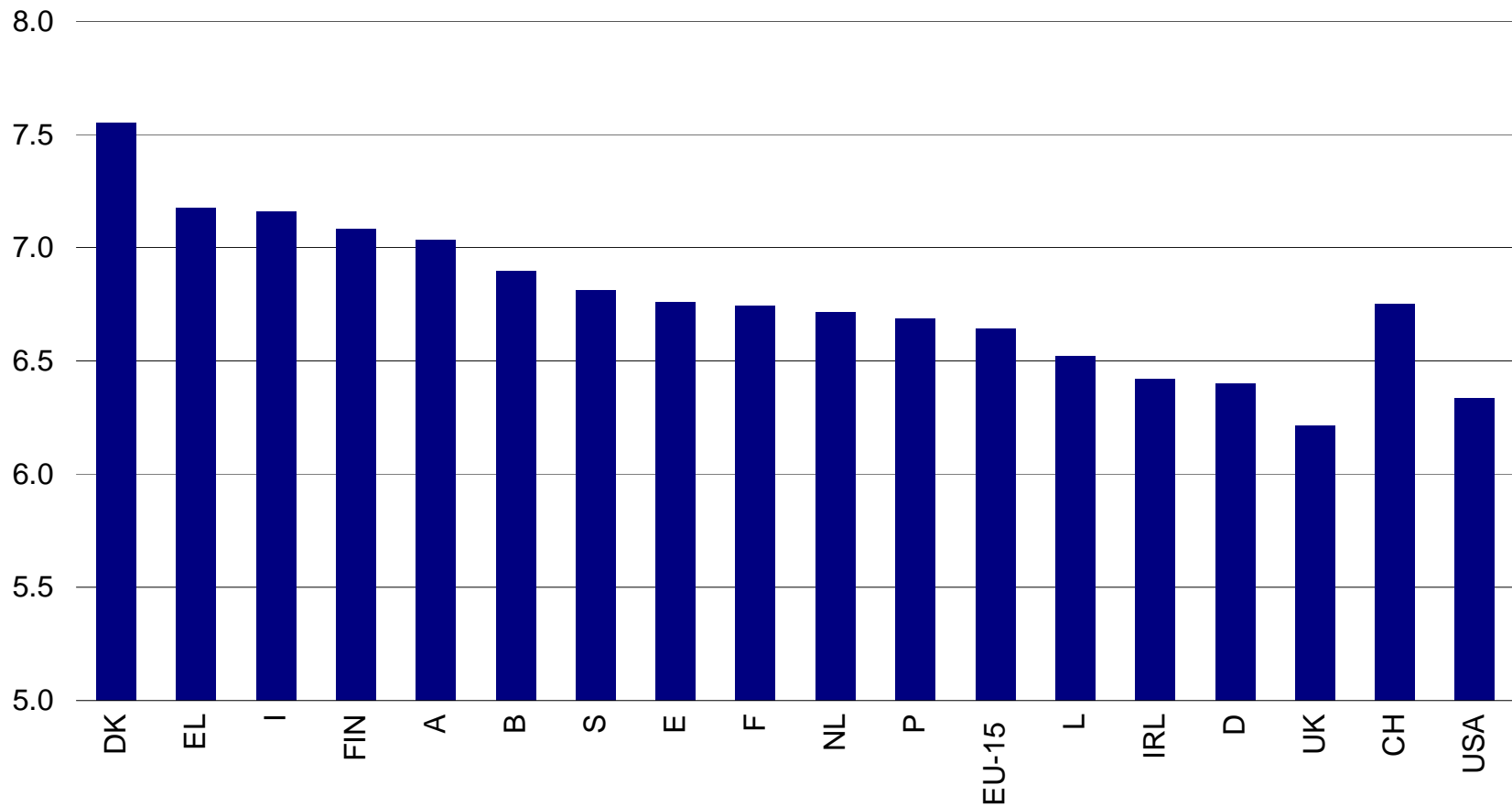
Base: Regular Internet Users

# Dis/advantages of online public services in EU-15



Base: Regular Internet Users

# Attitude towards electronic government services



*index value range: 1 (negative attitude), 5 (neutral value) to 10 (very positive attitude)*

- *Citizens are interested in some aspect of e-government and show a significant preference for some e-government services over their traditional counterparts*
- *Preferences are not uniform: services which do not require users to reveal a great deal of personal information about themselves are popular while those that call for a great deal of personal information are less likely to elicit a positive response*

- *Looking at responses for individual countries, important differences exist regarding preference for e-government, access to it and its use*
- *Likewise, attitudes are not uniform across all countries*
- *Familiarity with online services and greater online usage goes hand in hand with a positive attitude toward e-government*





***e-Government can improve:***

- ***awareness creation***
- ***familiarity building***



: *[www.sibis-eu.org](http://www.sibis-eu.org)*

**RAND** *Europe*

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*Thanks for your attention!*